

# Available Services

## Online Transactions

### Online Services

FAQs  
20 Year Letter  
Board Counseling  
Correct Duty History  
Current Points  
Letter to the Board  
Mortgage Letter  
New Request

### Account Tools

Log In / Log Out  
New Account  
Change Password  
Forgot Password  
Forgot Username  
My Requests  
My Profile

## Site Features

### Main Subjects

Address Changes	Education	Individual Reserve Guide
Air National Guard	Event Support	Judge Advocate
Awards & Decorations	Entitlements	Online Tools
Biographies	Family Assistance	Orders & Travel
Chaplain Services	FOIA	Plans & Policy
Customer Assistance	Health Services	Training

## Frequently Asked Questions

Save some time by looking the answer up in the Frequently Asked Questions section.

If you are unable to find the answer you need, use the New Support Request link to contact Customer Support.

### Search Options

Category	<input type="text"/>	Optional
Subcategory	<input type="text"/>	Optional
Answer Text	<input type="text"/>	Optional words or phrase
Keywords	<input type="text"/>	Optional key words
<input type="button" value="Search"/> <input type="button" value="Clear All"/>		

### Search Results

(Select the column headers to change the sort order)

Rank	Category	Subcategory	Question
Showing 1 - 50 of 773			
69835	Virtual MPF (v...	Miscellaneous	Virtual MPF (vMPF) - Update Personnel data, Points, and your Emerg...
41796	Retirement Is...	Retired Pay	How do I calculate my projected retirement pay?
19026	Assignments/...	Assignment ...	How do I locate and apply for IMA Vacancies?
16648	Mobilization/D...	Who is subje...	What are my chances of being involuntarily mobilized?
15945	Retirement Is...	Retirement at ...	Will my Reserve Retired Pay effect my Future Social Security Paymer
15945	Retirement Is...	Retirement	Will my Reserve Retired Pay effect my Future Social Security Paymer
14381	Promotions	Enlisted Prom...	What is the cut-off date for eligibility under the 12/20 rule for TSgt/MS
13423	Retirement Is...	Retired Pay	Why is my retired pay calculated using retirement points instead of m
13423	Retirement Is...	Retirement	Why is my retired pay calculated using retirement points instead of m
12734	Retirement Is...	RCSBP	Can I earn retirement points while assigned to the Retired Reserve?

Can I update my DD form 93, Emergency Data online?

Last Updated 2/17/2006

# Need Assistance?

## Online With ARPC



<http://arpc.afrc.af.mil>

### Phone:

Commercial - (800) 525-0102

DSN - 926-7071

### Fax:

Commercial - (303) 676-6298

DSN - 926-6298



Delivering on-demand personnel services worldwide



## What is it?

The virtual Personnel Center Guard Reserve enables members of the Air Reserve Component access to many personnel services from anywhere with Internet access, 24-hours a day, seven days a week, 365 days a year. vPC-GR is a secure Web site controlled at the Air Reserve Personnel Center in Denver, Colo.

## What is a customer account?

A customer account allows members to check the status of their current and past support requests, update their personal profile, and simplifies creation of new customer support requests.

## Why do I need an account?

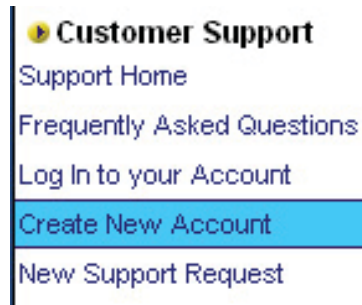
It is highly encouraged that all Reserve Airmen establish an account to ensure consistent connectivity and control over their own personnel services. In the near future, instead of visiting a military personnel flight, Airmen will be able to conduct most personnel business online.

## Is an account required?

Customer accounts are required to access some areas of the site (Points, Mortgage Letter, 20-Year Letter, Letter to the Board, Board Counseling, etc.)

## How is an account created?

1. Go to <http://arpc.afrc.af.mil>
2. On the left side of the Home page under “Customer Support,” click on **Create New Account**



3. Once **Create New Account** is selected, the window below will appear. Fill out the required information and click on the Submit button. An Username and password will be sent to the e-mail address used to create the account.

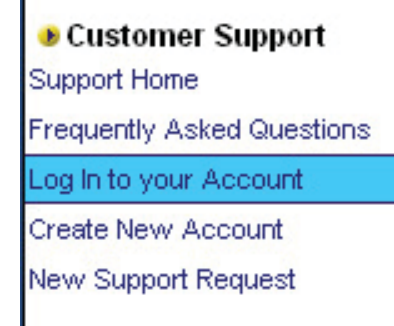
Salutation*	<input type="text"/>	Social Security Number*	<input type="text"/>	?
First Name*	<input type="text"/>	Social Security Confirm*	<input type="text"/>	
Middle Name	<input type="text"/>	Date of Birth*	<input type="text"/>	
Last Name*	<input type="text"/>	Telephone Number*	<input type="text"/>	<input type="text"/>
mail Address*	<input type="text"/>			
Email Confirm*	<input type="text"/>			
<input type="button" value="Submit"/> <input type="button" value="Clear Fields"/>				

After pressing Submit, you will receive two Email messages. One will contain your account name and the other will contain your temporary password. If you do not receive these account creation messages, please submit a new support request for assistance.

When creating a new account, all bold fields are required. The member's Social Security number and Date of Birth is used to uniquely identify their customer record and retrieve their data.

## Logging into an account

4. Once a Username and Password are received, return to <http://arpc.afrc.af.mil> and select Log In on the left side of the Home page under “Customer Support.”



## Already have an account?

Enter the Username and Password and click **Log In**.

Enter your account name and password to log in to your customer support account. The login name and password are case sensitive.

Account Name*	<input type="text"/>
Account Password*	<input type="password"/>
<input type="button" value="Log In -&gt;"/>	

If you do not have an account, select New Account.

If you need to reset your password or retrieve your account name, select Reset Password.

If you cannot remember your login name or password, select the **Reset Password** link.